

I'm writing to FCC in regards to the new VRS rate proposal for the 2010-2010 year. I have a "bad" feeling about this, and I want to express my concerns how this could impact the way I communicate and use VRS on my daily life.

First I remembered years ago before we had VRS available, I used to communicate with my families and friends as well as making calls to my bank, credit card, etc using TTY (or telecommunication device for the deaf, TDD). While that was the only method for me to make or receive important calls, it was very cumbersome for me to continue typing long messages, or making an ideal conversation. Texts communication offered no emotions or feelings, it's like I'm typing to a machine and listening to a machine. It was not always easy to type and say what I wanted to say. I don't call my friends and family that often on text relay. Plus the TDD equipment was costly and expensive.

Years later in the mid-2000, technology advanced and improved and so did the way we communicate. We had e-mails and video conferencing, but the most important change that impacted my life was video relay. Communicating through relay to my families and friends was quite an experience like no other I had before. The conversation using my natural language, American Sign Language (ASL), was smooth and at ease with the Video Relay Interpreter. Conversations were almost real-time, efficiently, smooth, and very natural. Since then, I've been using relay to communicate with my families, friends, and my life improved so much with video relay (VRS) that I make calls to my bank, services I need for my home, calling stores for available items in stock, calls to services regard to my bills, and so much more.

Everything was easy and eventful all because of the VRS Providers' ability to provide the quality services and features for our needs.

I have seen more VRS Providers grew, offering outstanding quality and services. All largely due the success of the deaf community like me using VRS. VRS was able to grow and improve because of the rates issued by FCC mandated in 2007 and before. I have been using Sorenson Communications as my primary VRS Provider because of their outstanding quality interpreters, features such as SignMail which my family and friends call my 10-digit number and leave a message to the Video Relay Interpreter when I am not available to answer the phone, e911 to make emergency calls, and enhancements of outstanding videophone product with clear video quality. Not only that, Sorenson provides the videophone for free, which help reduce the burden of purchasing an expensive product. Today, Internet Service Providers monthly rates are rising, costing more \$, and we're thankful for VRS providers to provide products that we can use to communicate.

Now, your proposal to reduce VRS rates may jeopardize most VRS providers including Sorenson. If indeed, Sorenson is forced to make drastic changes or go out of business, I will be forced to lose my

benefits of quality service and features provided by Sorenson. The videophone may no longer cease to function, meaning the 10-digit number will be inoperable for me to make or receive calls, no SignMail or video mail messages, no quality Interpreters, no new features. We may not get any new cutting edge technology that VRS providers are aiming for such as mobile devices or similar how hearing people uses their cell phones.

I could be forced to use another VRS provider; however they may not provide the same quality service or products. I may be forced to purchased and use the products that do not fit my needs or how I need to communicate. Even if VRS provider do remain in business, they may never have the opportunity to make improvements that we would like the way on how we can improve our communication.

If many VRS providers go out of business, the service and products we use with them will go too. Then our daily lives will change back the way we were 10 years ago. That's not the direction I want to go. It's a big step backwards where we should be heading to the future to meet our ADA needs as promised to the whole community.

I urged FCC to reconsider and not propose rates cuts that could severely damaged our deaf community if we lose our VRS providers. Imagined if VRS do not survive, people who work there such as Interpreters, deaf employees, etc will lose jobs. Imagined how it would affect the economy and jobless rates. That's not the United States of America we want to live in. We want a strong unity, healthy economy, proud Americans of different color and ethics, proud disabilities including deaf and hard of hearing, and the future. FCC needs to listen with compassion and heart if FCC wants to avoid a domino effect that could affect VRS providers and our ability to communicate our fellow Americans the way we've doing the past few years.

God bless America.

Thank you for listening.